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Program Outcomes Assessment Follow-Up
2022-2023 Program Outcome (PO) Year End Reporting Form

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In response to SACSCOC 8.2, *"The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results …"*

Name of Program: Workforce Continuing Education Services – Occupational Extension – Allied Health Programs

Outcome #1: Enrollment *(unduplicated)*

Action Items from Program Review:

Item #	Action Items: *(Action item identified in the 2021-22 program review.)*	Results / Use of Results: *(Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)*
1	Additional instructors (Assessed by: Job applicants and ongoing advertisements)	Still working on adding instructors. Currently advertising after losing 1-2 hired in the past year.
2	Job Fairs (Assessed by: Increase in enrollment)	Continue planning job fairs. Career development department now assist with Job fairs, started Spring 2023 and will continue each semester prior to graduating classes.

Baseline: **225** # (*Average of total enrollment for the last three years –2019-20; 2020-21; 2021-22*)
Standard: **226** #
Target: **228** #

Program Enrollment

Program Enrollment (unduplicated)	
Reporting Year (Summer, Fall, Spring)	Enrollment
2020-2021	185
2021-2022	209
2022-2023	257

Enrollment by Ethnicity, Gender, and Age

Ethnicity & Gender	2020-2021		2021-2022		2022-2023	
	N	%	N	%	N	%
African American, Female	86	46.5%	86	41.1%	115	45.3%
American Indian/Alaskan Native, Female	3	1.6%	3	1.4%	2	0.8%
Asian, Female	2	1.1%	2	1.0%	4	1.6%
Caucasian, Female	56	30.3%	56	26.8%	67	26.4%
Hawaiian/Other Pacific Islander, Female	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Female	20	10.8%	20	9.6%	49	19.3%
Two or More Races, Female	3	1.6%	3	1.4%	0	0.0%
Unknown, Female	0	0.0%	0	0.0%	4	1.6%
Female Total	170	91.9%	170	81.3%	241	94.9%
African American, Male	5	2.7%	7	3.3%	4	1.6%
American Indian/Alaskan Native, Male	1	0.5%	2	1.0%	0	0.0%
Asian, Male	2	1.1%	0	0.0%	0	0.0%
Caucasian, Male	4	2.2%	1	0.5%	6	2.4%
Hawaiian/Other Pacific Islander, Male	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Male	2	1.1%	4	1.9%	3	1.2%
Two or More Races, Male	1	0.5%	1	0.5%	0	0.0%
Unknown, Male	0	0.0%	0	0.0%	0	0.0%
Male Total	15	8.1%	15	7.2%	13	5.1%
Total	185	100.0%	185	88.5%	254	100.0%

Ethnicity & Age Range	2020-2021		2021-2022		2022-2023	
	N	%	N	%	N	%
African American, Under the age of 18	0	0.0%	2	1.0%	0	0.0%
American Indian/Alaskan Native, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Asian, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Caucasian, Under the age of 18	1	0.5%	7	3.3%	0	0.0%
Hawaiian/Other Pacific Islander, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Two or More Races, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Unknown, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Under the age of 18 Total	1	0.5%	9	4.3%	0	0.0%
African American, 18-24	30	16.2%	28	13.4%	32	12.6%
American Indian/Alaskan Native, 18-24	0	0.0%	1	0.5%	0	0.0%
Asian, 18-24	1	0.5%	0	0.0%	0	0.0%
Caucasian, 18-24	33	17.8%	28	13.4%	26	10.2%
Hawaiian/Other Pacific Islander, 18-24	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 18-24	35	18.9%	25	12.0%	38	15.0%
Two or More Races, 18-24	6	3.2%	7	3.3%	0	0.0%
Unknown, 18-24	2	1.1%	0	0.0%	3	1.2%
18-24 Total	107	57.8%	89	42.6%	99	39.0%
African American, 25-44	51	27.6%	40	19.1%	63	24.8%
American Indian/Alaskan Native, 25-44	1	0.5%	2	1.0%	0	0.0%
Asian, 25-44	3	1.6%	0	0.0%	2	0.8%
Caucasian, 25-44	40	21.6%	19	9.1%	27	10.6%
Hawaiian/Other Pacific Islander, 25-44	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 25-44	21	11.4%	11	5.3%	13	5.1%
Two or More Races, 25-44	1	0.5%	1	0.5%	0	0.0%
Unknown, 25-44	1	0.5%	0	0.0%	1	0.4%
25-44 Total	118	63.8%	73	34.9%	106	41.7%
African American, 45-64	18	9.7%	24	11.5%	22	8.7%
American Indian/Alaskan Native, 45-64	0	0.0%	1	0.5%	2	0.8%
Asian, 45-64	1	0.5%	2	1.0%	2	0.8%
Caucasian, 45-64	26	14.1%	6	2.9%	19	7.5%
Hawaiian/Other Pacific Islander, 45-64	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 45-64	3	1.6%	2	1.0%	1	0.4%
Two or More Races, 45-64	0	0.0%	0	0.0%	0	0.0%
Unknown, 45-64	0	0.0%	0	0.0%	0	0.0%
45-64 Total	48	25.9%	35	16.7%	46	18.1%
African American, 65+	1	0.5%	3	1.4%	2	0.8%
American Indian/Alaskan Native, 65+	0	0.0%	0	0.0%	0	0.0%
Asian, 65+	0	0.0%	0	0.0%	1	0.4%
Caucasian, 65+	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, 65+	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 65+	1	0.5%	0	0.0%	0	0.0%
Two or More Races, 65+	0	0.0%	0	0.0%	0	0.0%
Unknown, 65+	0	0.0%	0	0.0%	0	0.0%
65+ Total	2	1.1%	3	1.4%	3	1.2%
Total	276	149.2%	209	100.0%	254	100.0%

Provide narrative for analysis of program enrollment. *(Is enrollment increasing or decreasing? What are possible reasons for increase/decrease? Describe any action plans to improve or increase program enrollment.)*

More females tend to enroll than male. Males tend to feel field more for females and don't attend information sessions. The age of students enrolled remain about the same – more 18-42 and 25-34 ranges.

Currently we are working with Wayne County School system trying to restart a Nurse Aide class in the high school under the WCC – CCP program.

2023-2025 Action Items:

Item	Action Items *(What actions can be taken to increase enrollment in your program?)*	Assessment of Action Items *(How will you assess the results of action items?)*
1	Continue offering information sessions and face-to-face sessions prior to upcoming semesters.	Number attending each session and compare enrollment prior to start of each semester.

Outcome #2: Course Success Rate

Action Items from Program Review:

Item #	Action Items: *(Action item identified in the 2021-22 program review.)*	Results / Use of Results: *(Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)*
1	Continue to monitor students in class and at clinical sites (Assessed by: Student retention percentage.)	Continue monitoring as well as graduation numbers and pass rate provided by 3rd party contingents.

Baseline: **82.0** % (*Average of last three years – 2019-20; 2020-21; 2021-22;*)
Standard: **83** %
Target: **85** %

Reporting Year	Registered Students	Registered Successful Students	Course Success Rate
2020-21	196	169	86.2%
2021-22	225	196	87.1%
2022-23	254	227	89.4%

Provide narrative for analysis of course success data. *(Based on the data, provide a narrative of your analysis of retention. Indicate factors that may have affected your retention. State any changes you plan to make to improve retention.)*

Target was 85% which we surpassed with a course success rate of 89.4%. Additional classes were added which increased enrollment numbers. The addition of classroom and labs for the area has helped increase numbers for the program.

2023-2025 Action Items:

Item	Action Items *(What actions can be taken to increase program retention?)*	Assessment of Action Items *(How will you assess the results of action items?)*
1	Continue to monitor students closely and assist students early who may be having problems.	Review pass rates for certification courses and identify problem areas provided by the State boards. Update instructors on feedback from testing results received.

Outcome #3: Sections Offered

Item #	Action Items: *(Action item identified in the 2021-22 program review.)*	Results / Use of Results: *(Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)*
1	Add classroom and lab space (Assessed by: Number of course sections offered.)	Action item successful. Targe 29 and 29 sections offered.

Baseline: **26** # (*Average of total sections offered for the last three years – 2019-20; 2020-21; 2021-22*)
Standard: **27** #
Target: **29** #

Sections Offered– *Reporting Year – Summer, Fall, Spring*	
Reporting Year	**Total Sections Offered**
2020-2021	24
2021-2022	26
2022-2023	29

Provide narrative for analysis of completers. *(Based on the data, provide a narrative of your analysis of completions. Indicate factors that may have affected your completions. How might you increase the number of completers in your program?)*

Additional space was provided for the department starting in January 2023. Now able to plan and add additional classes in own designated area without having to share with other departments.

2023-2025 Action Items:

Item	Action Items *(What actions can be taken to increase student completion in your program?)*	Assessment of Action Items *(How will you assess the results of action items?)*
1	Early identification of students with problems in theory and clinical areas.	Set up individual plans as needed to help students succeed. Refer students with potential problems to counseling for assistance with setting up plans as needed.

Approvals

1. Using DocuSign (electronic signature), the Office of Institutional Effectiveness (IE) will review and approve the Program/Service Outcome Assessment when completed by the responsible program/service personnel.
2. Using DocuSign (electronic signature), appropriate Department Chair, Division Dean, Director, and/or AVP is asked to read and approve the Program/Service Outcome Assessment.

IE Acceptance / Date: _____*Dorothy Moore*_____ 10/31/2023 ____

Department Chair, Dean, Director, and/or AVP / Date: _____*Renita Dawson*____ 10/31/2023 ____